



Conflict Resolution Center of Montgomery County

301-652-0717, 9am-4pm, Mon-Fri

Intake Volunteers: If you are interested in learning or practicing reflective listening skills to help us with mediation and other alternative dispute resolution cases, we have openings for committed volunteers who are interested in intake.

What is intake? Excellent Question! Intake is the process that an interested participant/client goes through when they desire the use of our mediation services. The majority of our intakes take place are over the phone. A typical intake conversations involves: Listening to the person describe the situation for which they would like mediation, reflecting back what you hear using feeling/values/topics, explaining our process of mediation (inclusive model), explaining our standards of neutrality and confidentiality, and gathering all the participants' contact information. Intake also involves telling them about our mediation process and screening them. This can be a great opportunity for those interested in psychology or mental health. Advanced training is required.

Outreach Volunteers: If you are a great communicator and you would like to use your people skills to spread the word about mediation and CRCMC, then you would be great at outreach! Outreach volunteers work to expand and improve our services by getting the word out about who we are and what we do.

Outreach involves talking to any and all non-profits, agencies, people, anyone and everyone that could spread the word about CRCMC, so that we can reach more people in the community, and so that we can serve a more diverse population. For example, if a volunteer has ties to the Latino community in Montgomery County, s/he could talk to leaders in churches that offer Spanish-speaking services, social service agencies, put flyers in recreation centers, and use any of his/her contacts. Our outreach volunteers introduce people in conflict to our services, so that we can fulfill our mission of increasing harmonious relationships and problem solving in Montgomery County.

Office Volunteers: CRCMC is seeking an awesome administrative volunteer to assist our staff with keeping our office running smoothly. Duties include: working on our website/social media, constructing mediation packets, entering records and data and helping callers inquiring about mediation. Hours are flexible. This is a great opportunity to add nonprofit office administrative skills to your resume, to learn about Alternative Dispute Resolution, and help out a great organization at the same time.

Interested? Call the office at 301-652-0717 or email Gina at Gina@crcmc.org